

ABSTRACT

The specification discloses a system and related method for automating entry and approval of service requests in a help-desk software environment. More particularly, services are selected by a requestor from a series of predefined service category items in an online shopping cart format.

- 5 When selected, each service item requiring approval initiates an electronic message to the one or more persons responsible for approving or denying the service request. The service requests are approved or denied by way of a web-based interface, and if approved, the service requests are then created as cases in the help-desk software.

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